

41319-94734

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : Mannion, Liam
Serial No. : 10/650,227
Filed : August 28, 2003
For : Improved Load Balancing in a Network of
Call Centers
Examiner : Nguyen, My Xuan
Art Unit : 2617
Customer number : 23644

RESPONSE TO OFFICE ACTION MAILED SEPTEMBER 28, 2006.

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed September 28, 2006, it is requested that the application be amended as follows: